

DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES



BRIAN SCHWEITZER  
GOVERNOR

Anna Whiting Sorrel  
Acting Director

STATE OF MONTANA

PHONE: (406) 363-1944  
FAX: (406) 363-2138

RECEIVED

HUMAN AND COMMUNITY SERVICES DIVISION  
RAVALLI COUNTY OFFICE OF PUBLIC ASSISTANCE  
310 NORTH 3RD STREET  
HAMILTON, MT 59840

January 5, 2009

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Ravalli County Commissioners

Dear Community Partner:

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Do to increased demand for our services, and the resulting increase in workload for staff, changes are being made in our local intake process at the Office of Public Assistance.

**Effective January 20, 2009, our intake times will be:**

**9 am – 2:30 pm Monday, Tuesday, Thursday, & Friday**

While this is only a 1 hour change in our intake times, we are certain that we will be able to see the applicants on the day they bring in their application, providing they come into the office as early in the day as possible. (Afternoons here are very busy, and their wait to see their OPA Case Manager will likely be shorter in the mornings.)

Our office remains open & accessible from 8 am to 5 pm, Monday through Friday. Applications continue to be accepted at any time – and can be dropped off, mailed in, faxed in, or put through our after hours drop slot (on the right hand side of the entryway).

The application for assistance can be found online at <http://vhsp.dphhs.mt.gov/publicassistance/index.shtml> While the application may be completed online, it must still be printed and submitted through conventional means at this time.

Although face-to-face interviews are not required other than for Emergency Assistance & Temporary Assistance to Needy Families (TANF), applicants are encouraged to complete an interview to assure that the best information possible is available to both the customer and the OPA Case Manager, and so that accurate determinations of eligibility can be accomplished. **Telephone interviews** are available so that applicants do not have to come in to the office to see a Case Manager (other than for TANF & TANF related programs). Please ask your clients to inform us at the time they submit the application if they wish to have a telephone interview.

We will maintain “walk-in” hours for current clients between the hours of 8 am and 9 am, and 4 pm to 5 pm, Monday through Friday.

Please assure that this information is passed along to your staff and customers so that they are not surprised by the change effective January 20, 2009. If you have any questions, please feel free to contact me at 375-6090.

Sincerely,

Handwritten signature of Patty West.

Patty West  
County Director

*"An Equal Opportunity Employer"*